



PATENT APPLICATION

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Eric James Art Unit: 2642
Serial No.: 09/584,306 Conf. No.: 3172
Filed: May 31, 2000
For: SYSTEM AND METHOD OF CHANGING ENTITY CONFIGURATION
INFORMATION WHILE AUTOMATICALLY MONITORING AND
DISPLAYING SUCH INFORMATION IN A CALL CENTER

Mail Stop: Issue Fee
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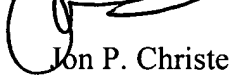
TRANSMITTAL OF REPLACEMENT DRAWINGS

Sir:

Transmitted herewith are two (2) sheets of formal drawings (Figs. 4 and 5) to be substituted for Figures 4 and 5 initially filed in the above-identified patent application.

Respectfully submitted,

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